

FIG. 100

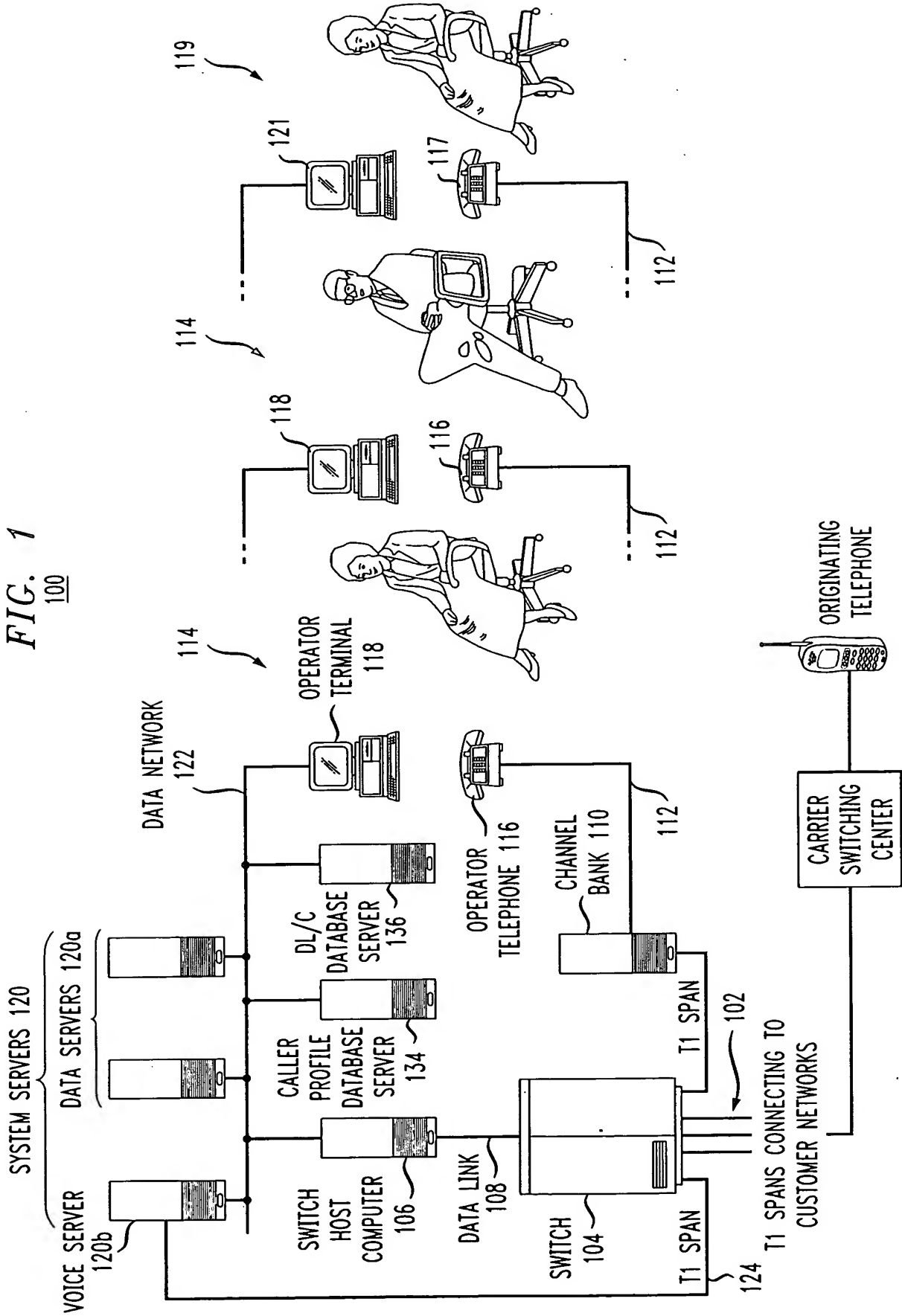


FIG. 2

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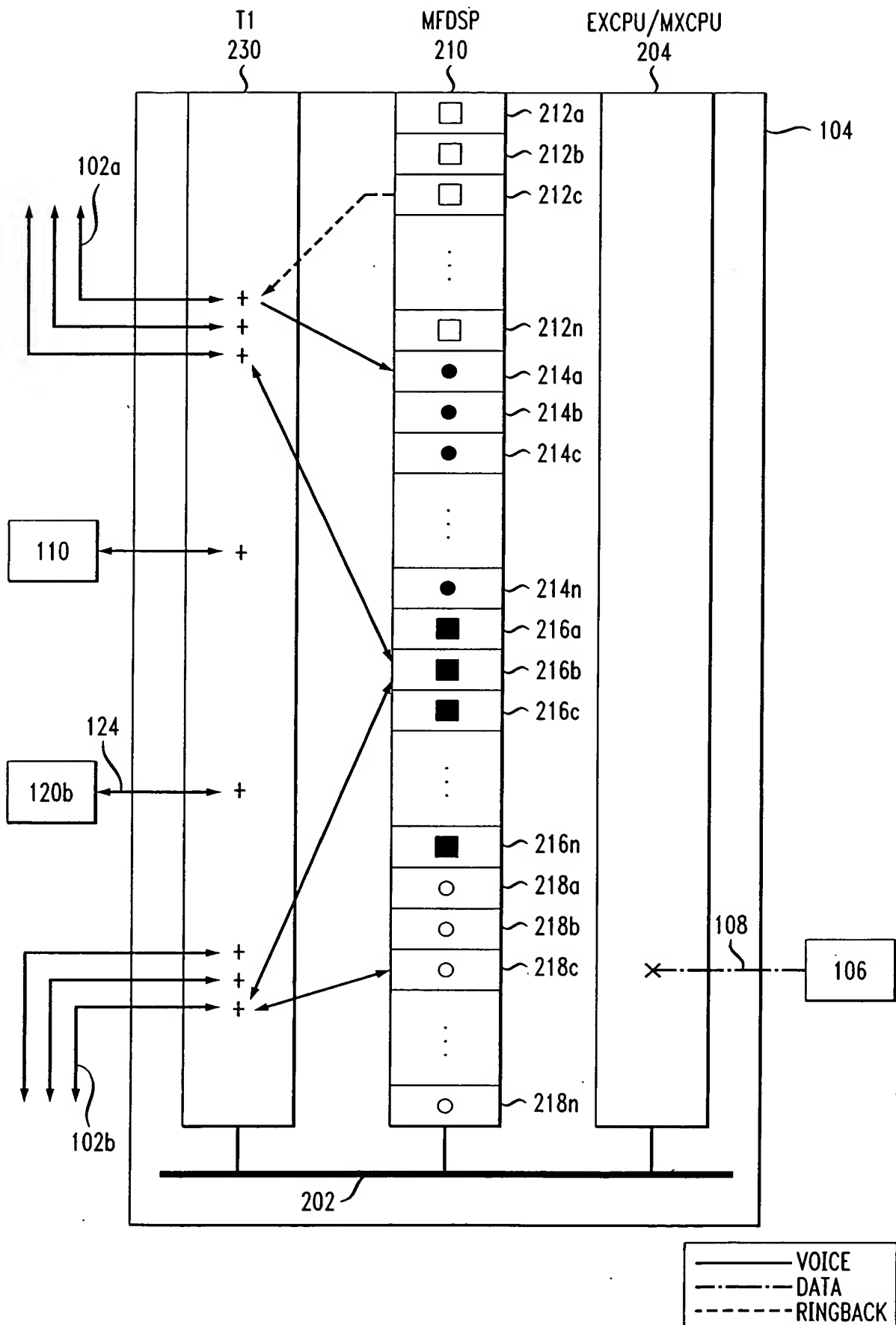


FIG. 3

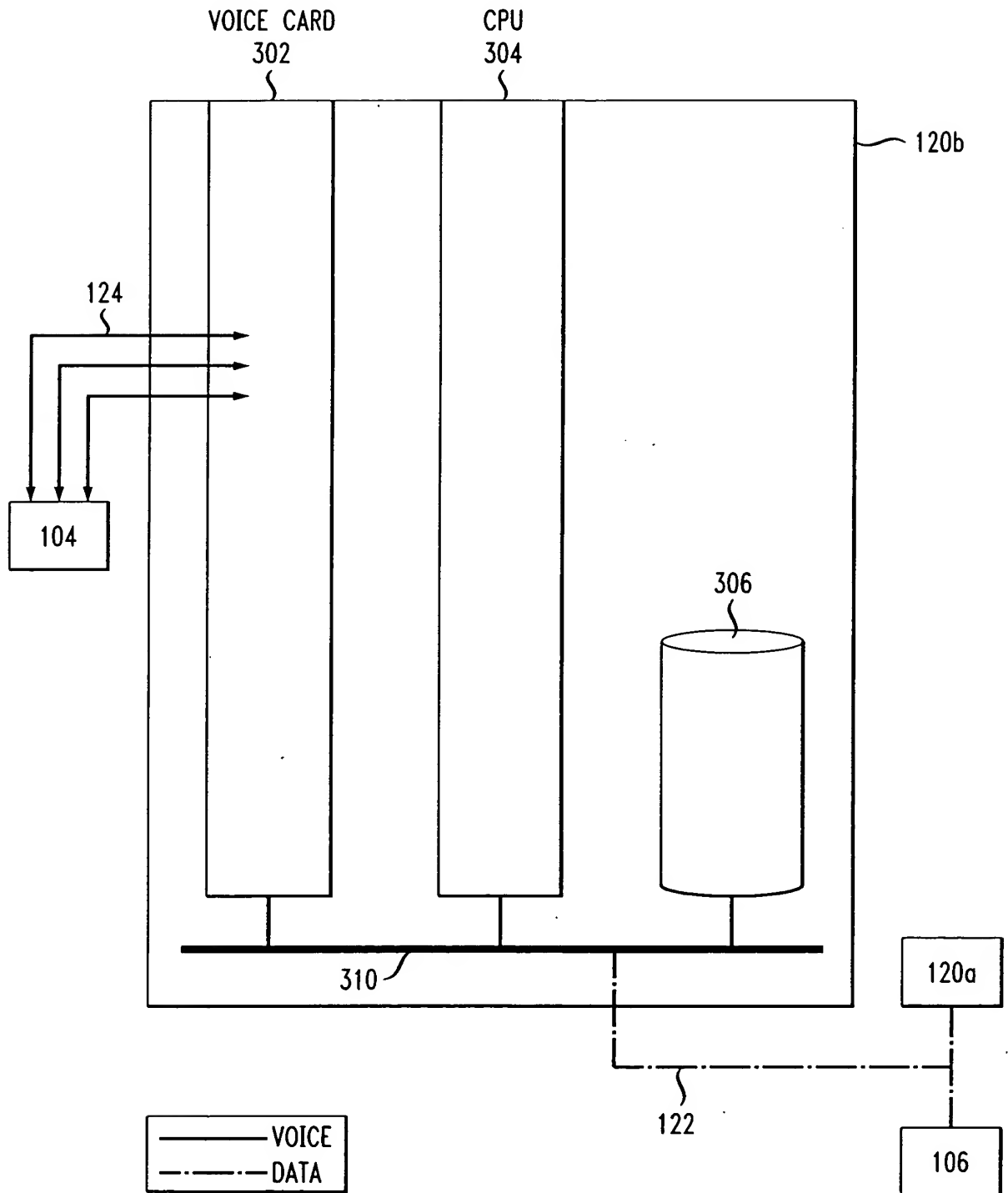


FIG. 4A

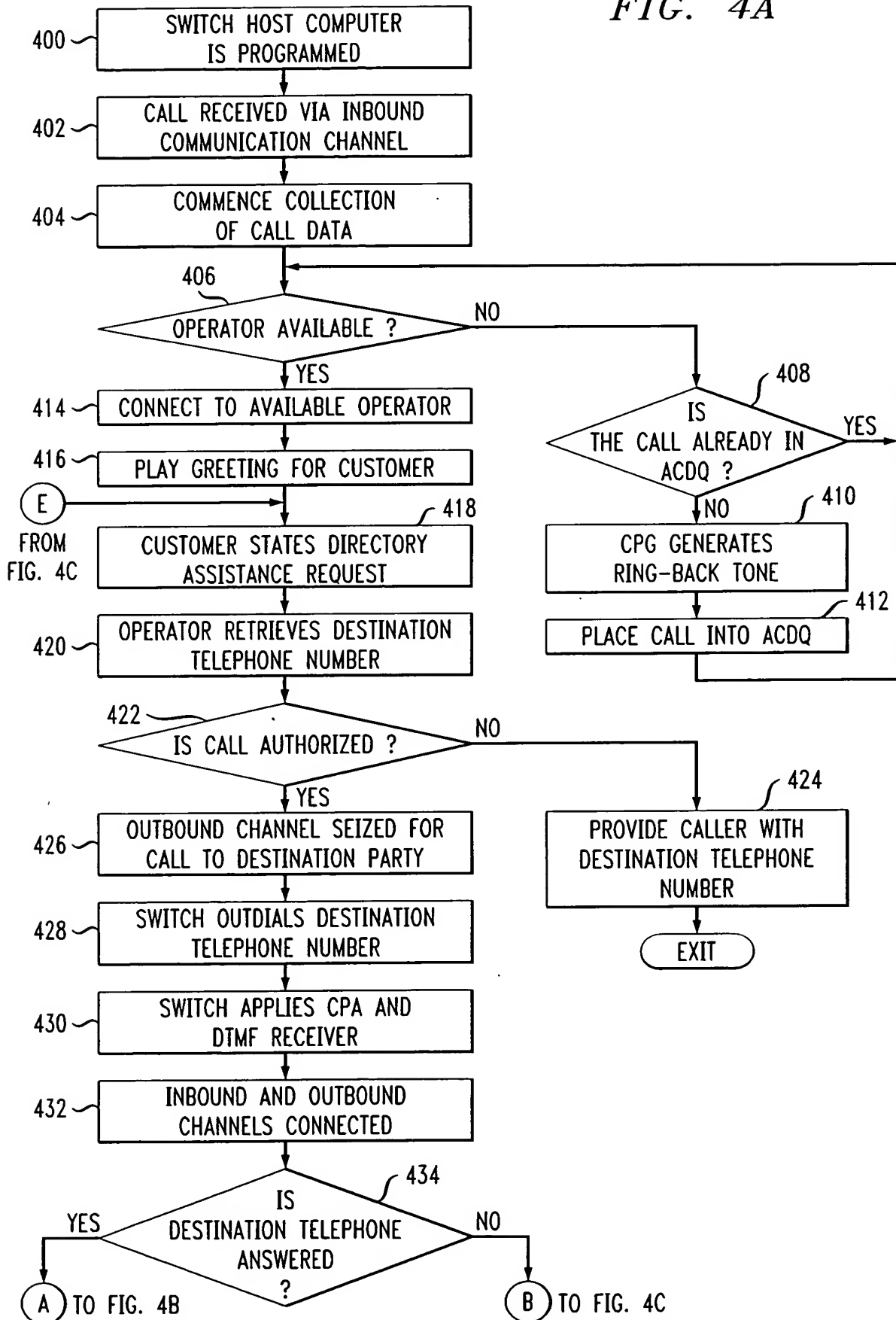


FIG. 4B

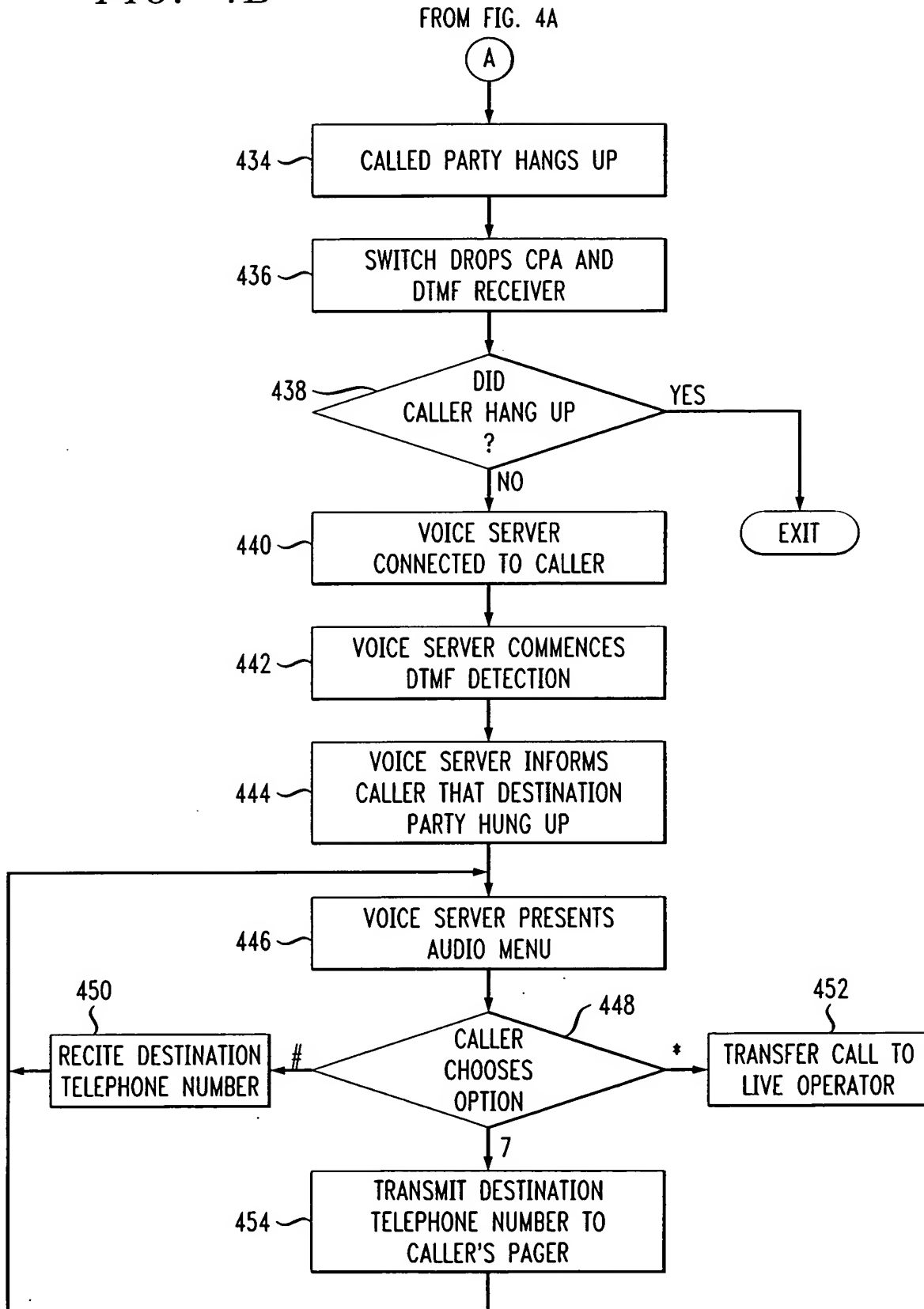


FIG. 4C

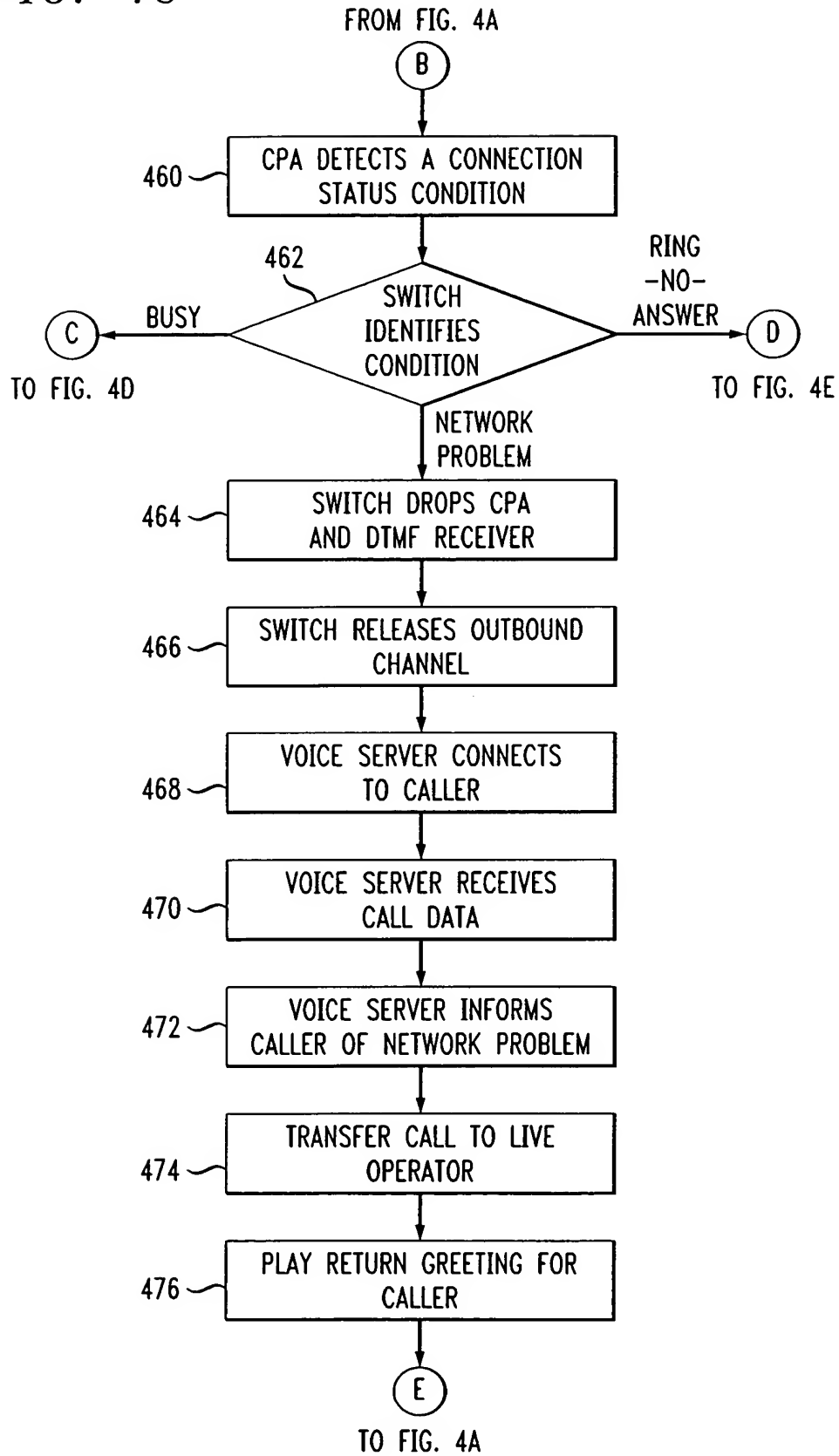


FIG. 4D

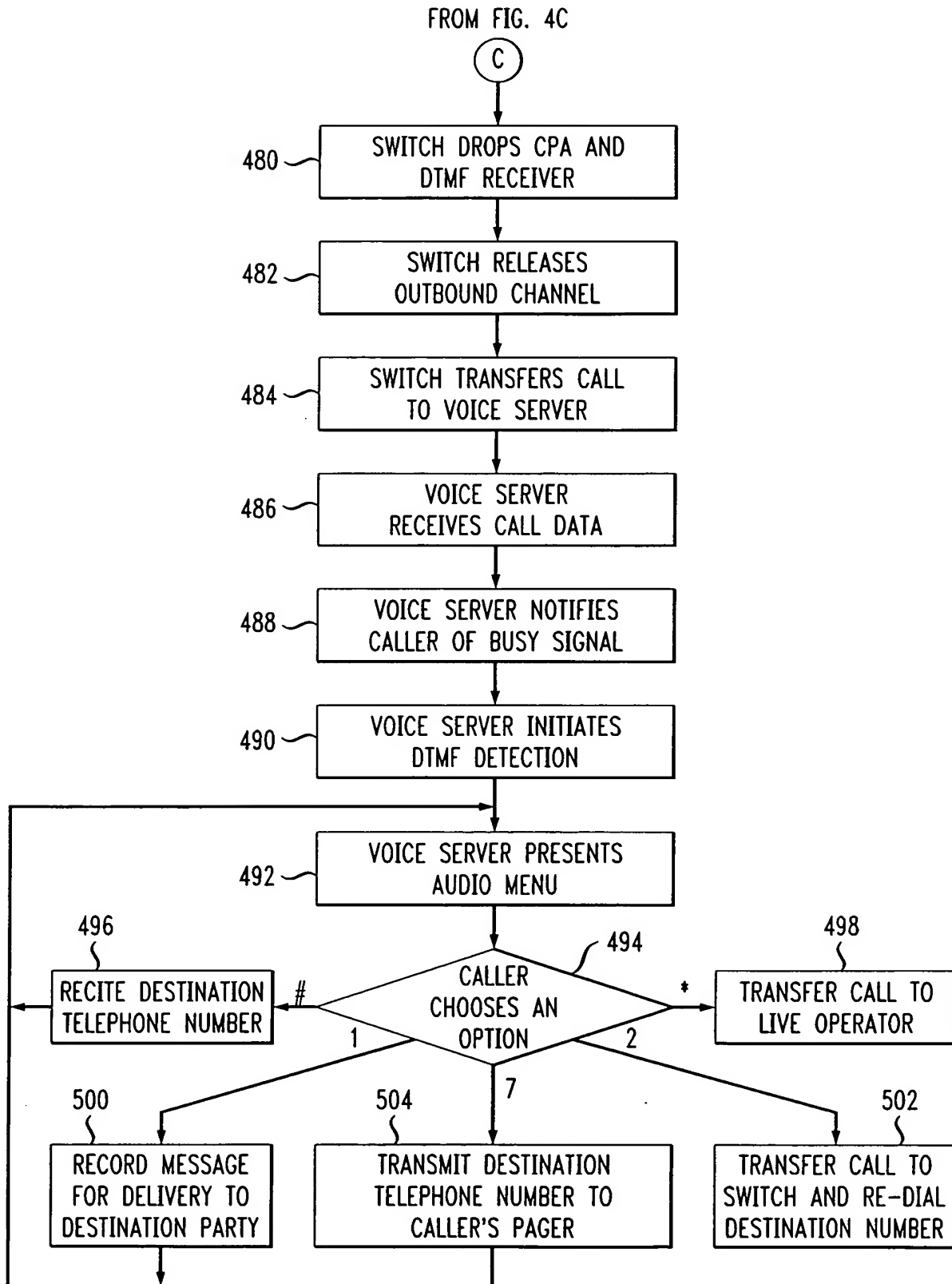


FIG. 4E

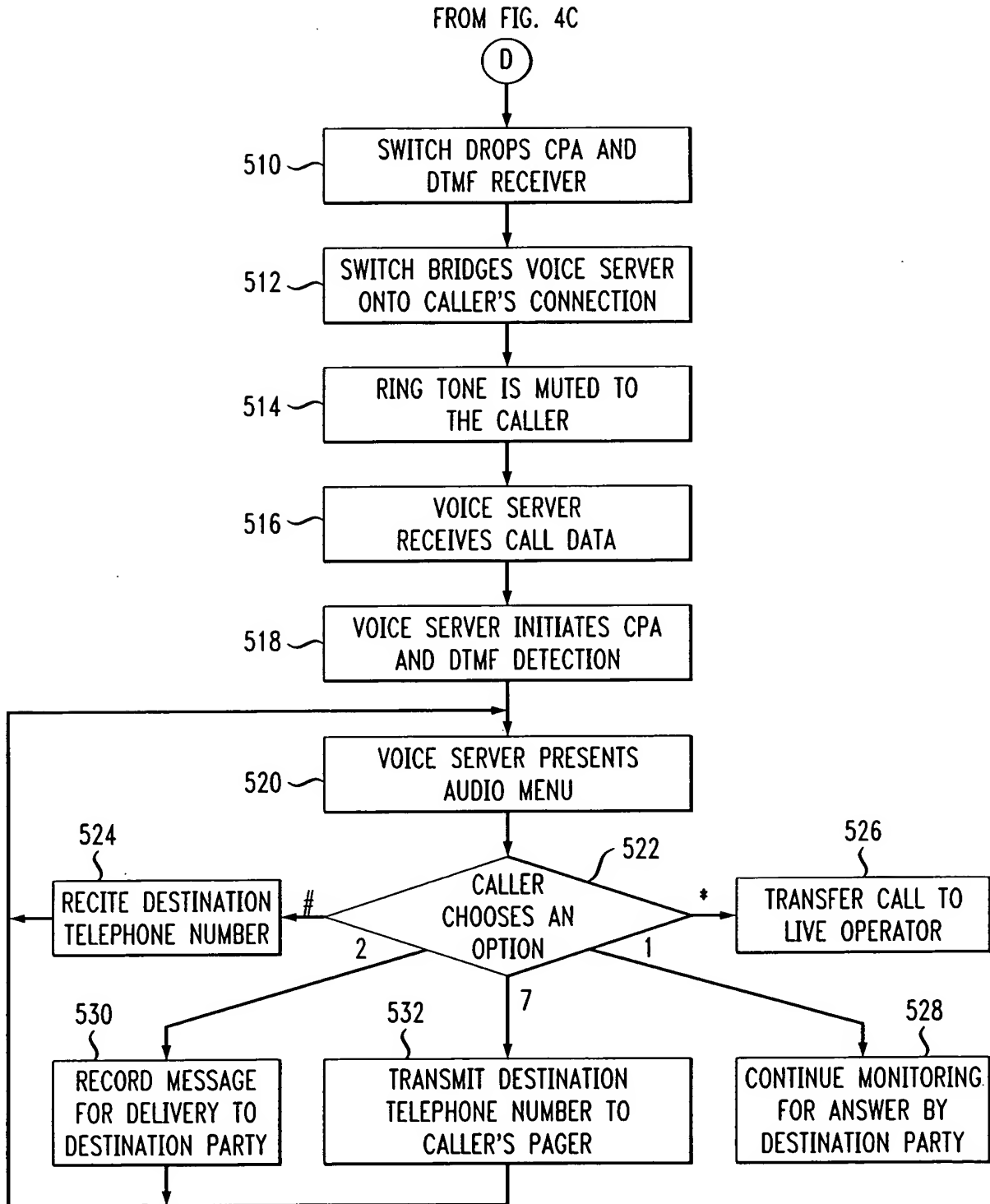


FIG. 5

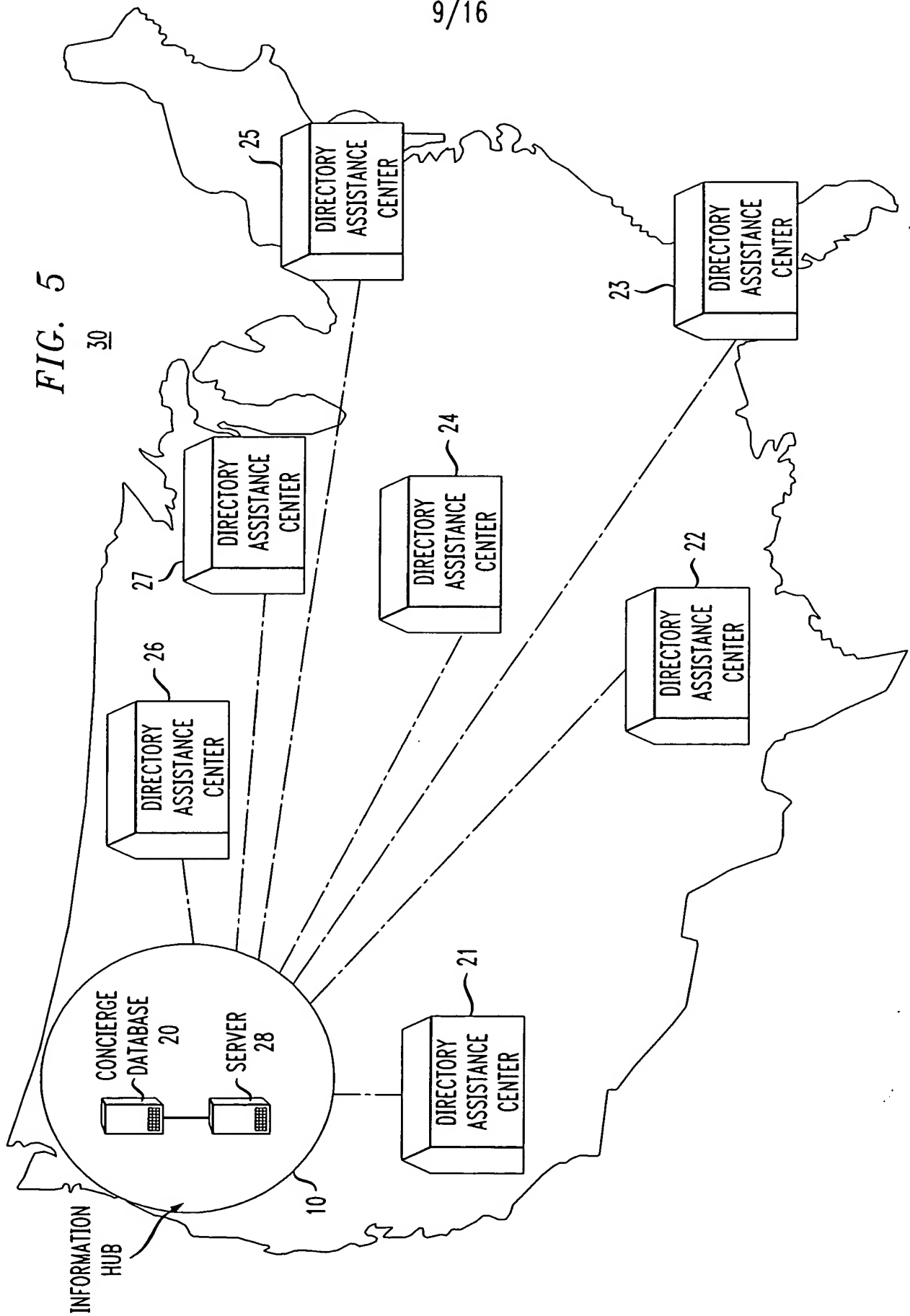


FIG. 6

Name for Reservation		Sharkey, James		Ⓢ Caller, MIN		619 804 1586		Ⓢ Caller ID		PB		Ⓢ																																			
First Choice Restaurant Name		Ⓢ		Phone		Ⓢ		Address		Ⓢ		City		Ⓢ		State		Ⓢ																													
Beach House Restaurant The		760 753 13		2530 S Coast Highway 101		Cardiff By The Sea		CA																																							
Second Choice Restaurant Name		Ⓢ		Phone		Ⓢ		Address		Ⓢ		City		Ⓢ		State		Ⓢ																													
Vigiluccis		760 634 23		1933 San Elijo Av		Cardiff By The Sea		CA																																							
Date of Reservation				Thursday March 4, 1999				▼				Ⓢ				Number in party				2				Ⓢ																							
Preferred Time				8pm				Ⓢ				If unavailable then from				7:30pm				to				9:30pm				Ⓢ																			
Contact Name				Sharkey, James				Ⓢ				Method				▼				Ⓢ				Phone				▼				Ⓢ				Number				619 653 9642				Ⓢ			
Contact Name				Walker, Jenny				Ⓢ				Method				▼				Ⓢ				Phone				▼				Ⓢ				Number				619 896 3276				Ⓢ			

FIG. 7

<div> <input type="button" value=""/> <input type="button" value=""/> <input type="button" value="X"/> </div>				
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Dialed	Last Dialed	Status	Restrictions	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

TeleConcierge Search Form For San Diego ®

41 03/06/1999 03:00 AM
03/06/1999 12:00 PM
frank
Beach House Restaurant
The Requires Fulfillment
Status

If the list above does not contain the reservation request that you are looking for, you can enter additional search parameters and hit the 'Search' button to search all the reservation requests again.

Restaurant

Restaurant name

Street
City

FIG. 8

Time stamp	Last Action	Result	Notes
03/06/1999 04:08 PM	Created	NA	
	<div>Viewed</div>	<div>Successful</div>	<div></div>
	<div>Viewed</div>		
	<div>Called Restaurant 1</div>		
	<div>Called Restaurant 2</div>		
	<div>Customer Contact 1</div>		
	<div>Customer Contact 2</div>		

Current Ticket Status

New

Next Action Date

AUTO

Next Action Time

AUTO

Record Event

Go back to the Search Screen

The ticket status field indicates the current action that needs to be taken for this reservation request. Use the record event button to note the action just carried. The date and time fields are used to determine when the next action should be carried out for this request.

Street

City

FIG. 9

Dialed

Last Dialed

Status

Restriction

Time stamp	Last Action	Result	Notes
03/06/1999 02:21 PM	Created	NA	
03/06/1999 03:17 PM	Called Restaurant 1	Busy	
	Viewed	Successful	

Current Ticket Status

Requires Fulfillment ①

Next Action Date

AUTO

Next Action Time

AUTO

Record Event ①

Go back to the Search Screen ①

The ticket status field indicates the current action that needs to be taken for this reservation request. Use the record event button to note the action just carried. The date and time fields are used to determine when the next action should be carried out for this request.

FIG. 10

Dialed		Last Dialed		Status	Restriction

Time stamp	Last Action	Result	Notes
03/06/1999 04:08 PM	Created	NA	
03/06/1999 04:20 PM	Called Restaurant 1	Successful	Reservation was available for 8:30pm, 1/2 hour later than requested. They will reserve a private booth. Talked to Jim.
	Viewed	Successful	

The ticket status field indicates the current action that needs to be taken for this reservation request. Use the record event button to note the action just carried. The date and time fields are used to determine when the next action should be carried out for this request.

Current Ticket Status
 Requires Customer Notification
 Next Action Date
 AUTO
 Next Action Time
 AUTO

Street City

FIG. 11

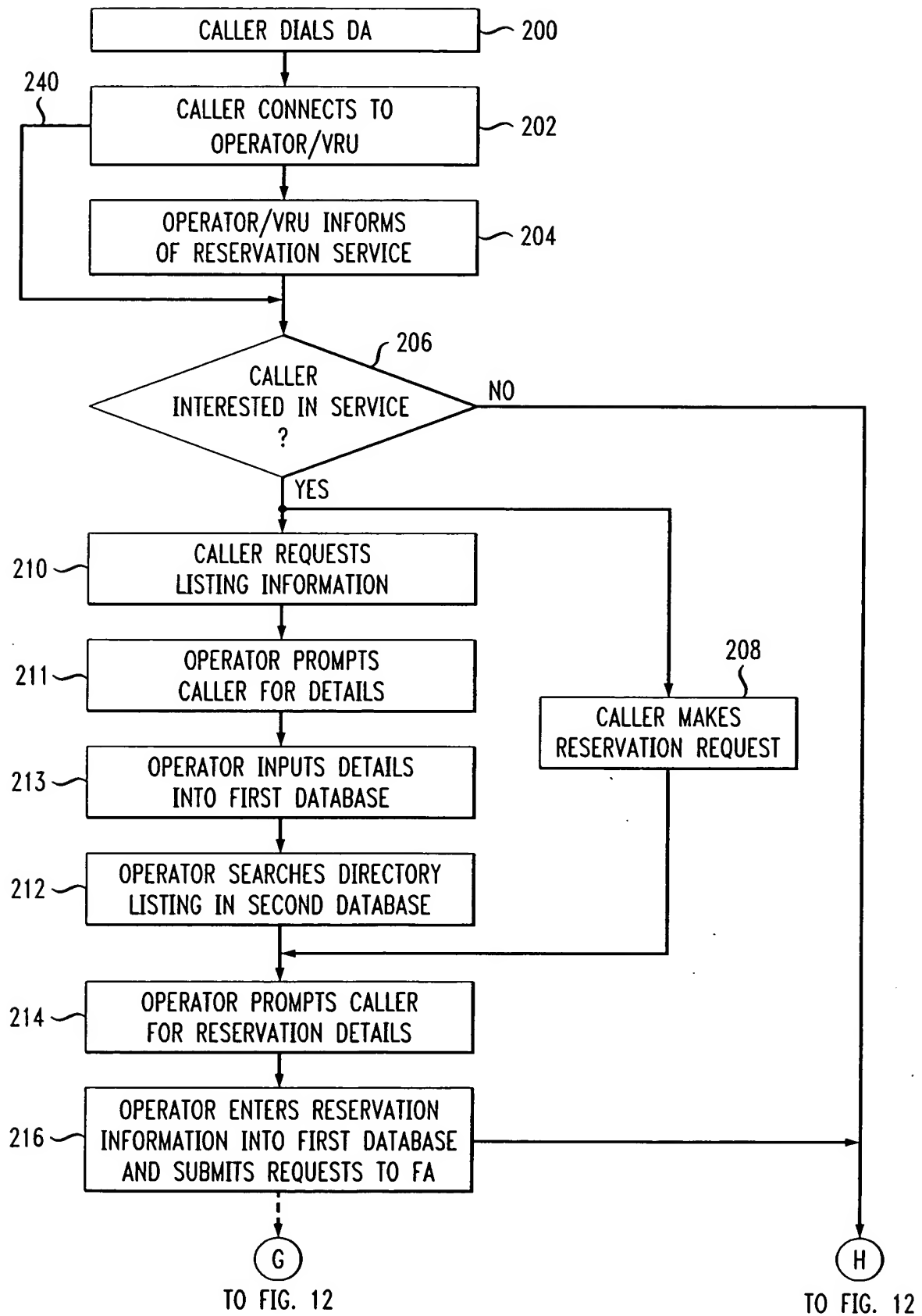


FIG. 12

